

INTERVIEWING ETIQUETTE

PURPOSE: This operational guide is provided to assist Air Force club managers and staff in interviewing and selecting the best people.

SCOPE: This guide applies to all Air Force club management and employees.

GENERAL: Your staff is your most important resource. The key to building a great staff is hiring good people. The interviewing process is crucial to getting the caliber of people who will be the greatest asset to the operation. These tips on effective interviewing techniques are certain to help you select the best candidates.

GUIDANCE:

1. Conduct the interview in a place that is free of distractions.
2. Give applicants your full and undivided attention.
3. Try to make them feel comfortable.
4. Sit with your back to the business and take phone calls only in an emergency.
5. Direct a simple list of questions based on the job description. Have your HRO review the questions.
6. Use the same set of questions for each applicant--by doing this, you'll be able to compare applicants objectively.
7. Ask yes or no questions to determine whether the applicant meets the basic requirements, such as being able to work certain shifts. To find out how an applicant will respond to everyday situations, ask open ended questions such as: How would you greet guest? How would you describe daily specials to guests? What sanitation procedures did you follow at your previous job?
8. Take time to listen to the applicant's answers. By listening attentively you'll learn whether an applicant is suited for the job.
9. Avoid questions unrelated to the job and stay away from illegal questions such as age, gender, disabilities, and marital status. Seek legal council if you have concerns about your questions.
10. Give job candidates an opportunity to ask question. Not only does this help them determine whether they're interested in the job but it also gives you a chance to learn what their concerns are.
11. In closing, thank the employee for their time and interest. Remind each person of the time frame established for further contact. Remain courteous even if you know you're not interested

in hiring the candidate. Remember the candidate may apply for a different position later and have the qualifications you are looking for.

SUMMARY: There simply are no shortcuts to finding and hiring good people. Following the above method of interviewing will increase your chances of having a skilled and professional staff.